



ADDENDUM NUMBER 1

**REQUEST FOR PROPOSAL
CITY OF SANDY SPRINGS GENERAL GOVERNMENT SERVICES**

RFP # CC-FY19 CALL CENTER SERVICES

**PROPOSALS DUE:
JANUARY 31, 2019 NO LATER THAN 2:00 P.M.**

COMPLETE THIS ADDENDUM, SIGN and SUBMIT with the RFP.

To All Prospective Offerors:

In reference to the RFP listed above, the following answers to questions, additions, deletions and changes are hereby incorporated into the Request for Proposal:

Questions:

1. Question regarding the Call Center Services RFP, how many individuals/agents/CSRs will the system need to support? Is the below information correct, or are there other departments that will use the Call Center application? **Answer:** The Call Center works as the intake center for all customer service calls to the City's 770.730.5600 Customer Service line. As indicated on pg. 17 of Section L in the Draft RFP, there are a total of 7 Full Time Equivalent staff allocated for FY19 and 9 Full Time Equivalent staff allocated for FY20. Companies submitting to the RFP should recommend staffing appropriate to meet the needs and objectives of the contract.
2. Would the City like the vendor to supply the Call Center manager, but the city will employ the team lead, and the CSR's, correct? Would the City define who the "lead: is or would offeror? **Answer:** All Call Center staff are supplied by the vendor, not the City. The City will approve the lead.
3. What are your current call volumes (J-1-7)? **Answer:** In 2017, 75,467 calls were taken by the Call Center. In 2018 (Jan – October, 2018), there were 68,640 calls taken by the Call Center
4. Are you able to provide hourly interval reports? (J-1-7)? **Answer:** No
5. What are your current handle times? (J-1-7)? **Answer:** The Average Handle Time (AHT) 148.5 seconds (2.4 minutes)

6. How many lines or queues will we be receiving calls from? (J-1-7)? **Answer:** There will be two (2) lines. The queues will be a Sandy Springs Skill and an After Hours Skill.
7. If multiple lines, what is the volume and handle times by line/queue? (J-1-7)? **Answer:** Volume and AHT is measured as part of the total volume of calls.
8. Who is handling these calls now, if 3rd party are they eligible on this RFP? (J-1-7) **Answer:** A third party vendor currently has the contract for Call Center services and is eligible to submit to this RFP.
9. How many systems will agents be accessing? (J-1-7) **Answer:** The City utilizes Lucity, an enterprise management software, as a ticketing system to log inquiries and submit to the appropriate city department for information or assistance. Call Center representatives are able to access a web-based *knowledgebase* providing the CSRs with general information to help answer questions from the community. A web-based web-to lead form through Paciolan (marketing and ticketing software) is utilized to submit information to the City's performing arts center related to rental inquiries. They will also be assessing email using webmail.
10. Can companies from Outside USA can apply for this? (like from India or Canada) **Answer:** The City requires that the company be located in the United States.
11. Whether we need to come over there for meetings? **Answer:** Outside of initial startup operations, most required meetings can be conducted remotely
12. Can we perform the tasks (related to RFP) outside USA? (like from India or Canada) **Answer:** The City requires that the company be located in the United States.
13. Do you currently use another vendor to provide these services? **Answer:** Yes, a third party vendor currently supplies these services.
14. If yes, can you share the rate you currently pay to this vendor? **Answer:** The FY2019 Budget has \$535,603 allocated for Call Center Professional Services.
15. How would the selected vendor establish connectivity with your system? Please elaborate on the technical requirements. **Answer:** The City will facilitate a site-to-site VPN connection with the vendor providing their own firewall. CSRs will need a terminal capable of connecting to a Windows Terminal Server. All work is expected to be done within this session utilizing the web portals of our software packages.
16. Is the work expected to be performed onsite at the City's facility or at the vendor's facility? **Answer:** At the vendor's facility
17. Is the vendor expected to utilize their own phone system, or the City's? **Answer:** The vendor will provide the phone system.
18. How many calls does each full time representative take on an average day? **Answer:** Peak Hours are from 8 am to 3 pm. At those times, an agent can take approximately 60 calls.
19. For the anticipated call volume to be sent to the selected vendor, how many FTEs do you expect the vendor to utilize? **Answer:** As indicated on pg. 17 of Section L in the Draft RFP, there are a total of 7 Full Time Equivalent staff allocated for FY19 and 9 Full Time Equivalent staff allocated for FY20. Companies submitting to the RFP should recommend staffing appropriate to meet the needs and objectives of the contract.

20. What is the average call length? How much average wrap up time (documenting, updating service requests) is required per call? **Answer: The Average Handle Time (AHT) 148.5 seconds (2.4 minutes). The City does not track wrap up time.**
21. What is the plan for the City to train the selected vendor? How long is the training period? **Answer: We will work with the selected vendor to implement training Transition time can be implemented within 30 days.**
22. What languages are we expected to support? **Answer: Primarily English, with Spanish support preferred.**
23. Can you provide historical call volumes by day/hour/month? **Answer: In 2017, 75,467 calls were taken by the Call Center. In 2018 (Jan – October, 2018), there were 68,640 calls taken by the Call Center.**
24. For a position that we feel is important but is not listed, can we submit a proposal with slight variations to the positions list? **Answer: Proposals with variations may be submitted as an alternate.**
25. Can we submit requested changes to the standard contract? Our insurance attorneys have reviewed the document and have a few suggested changes that we would like the City to consider. It is our understanding that the suggested changes by our insurance attorneys will improve the contract for both parties? **Answer: Yes, changes may be requested. The City will consider each request and will determine, in its sole discretion, whether to revise the contract in the best interest of the City.**
26. Section L. 8. 3. 1. Bidding Alternatives only discusses that bidders may bid on one or more departments independently. Would the City allow an alternative bid when a bidder bids on more than one department? In other words, a bidder must submit a stand-alone bid for each department that they bid on, but could they provide an alternative bid if they wish if the City would consider awarding more than one department to a single bidder? **Answer: A bidder must submit a stand-alone bid for each department they wish to be considered for.**
27. Would you clarify you are referring to the city's contract when you say you will not accept Proposals with alternate terms & conditions on page L-4 / L.8.1? **Answer: Yes, this section refers to the City's contract.**
28. Would it be acceptable for us to include a web address that the reader could visit on their own? **Answer: Yes, if the web address is provided in order to provide additional information and is not a substitute for the response to what is being requested in the RFP.**
29. Will you be providing a conference line for the pre-proposal conference meeting 12/12/18? (J-1-7)? **Answer: No**
30. Can we submit proposals via e-mail? **Answer: No**
31. Section 6.0 City Furnished Property mentions the city will provide all furniture, computers and software, etc. Can you clarify if this means at the City or at the vendor's location? **Answer: The City will provide all of the equipment for the departments located at a City facility.**

I hereby acknowledge receipt of Addendum Number 1 for RFP #CC-FY19 City of Sandy Springs General Government Services Center Services and have incorporated the changes into my response for the above mentioned Request for Proposal.

COMPANY NAME: _____

CONTACT PERSON: _____

ADDRESS: _____

CITY: _____ **STATE:** ____ **ZIP:** _____

PHONE: _____ **FAX:** _____ **EMAIL ADDRESS:** _____

SIGNATURE: _____ **DATE:** _____